



# STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

**Working Title**

Liquor Distribution Office Specialist

**Job Code Title**

Administrative Clerk

**Pay Band**

02

**Job Code Number**

439612

**Liquor Control Division**

Liquor Distribution Unit

**Fair Labor Standards Act**

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Liquor Control Division administers the state's Alcoholic Beverage Code which governs the control, sale, and distribution of alcoholic beverages. The division provides customer service with a focus on public safety to ensure a safe, orderly, and regulated system for the convenient distribution and responsible consumption of alcoholic beverages. The Liquor Control Division includes the Administrative Team, Liquor Distribution Unit, and Liquor Licensing Bureau. The Liquor Distribution Bureau manages state wholesale liquor operations including warehouse shipping and receiving, accounts receivable and payable, inventory management, liquor order processing, agency contract management, and customer service.

**Job Responsibilities**

The Liquor Distribution Office Specialist provides a range of administrative services to support ongoing office operations and activities including reception, business communications, supply and equipment maintenance, event coordination, and mail distribution. The incumbent also coordinates and provides a range of specialized services in support of ongoing Liquor Control operations and activities. The position reports to the Liquor Distribution Unit Manager and does not supervise other staff.

**• Administrative Services 35%**

1. Responds to general inquiries; provides directions or guides visitors to various locations; locates or compiles general program information; and maintains a professional, courteous atmosphere for office staff, agency representatives, members of the public, and other visitors.
2. Writes, transcribes, and proofreads a variety of memoranda, correspondence, informational materials, and other documents to ensure accuracy and completeness of language and format. Coordinates document reviews, revisions, and signatures; reproduction; and dissemination as requested.
3. Maintains and updates various forms, templates, references, and other documents to provide complete and concise tools for recording, tracking, and reporting operational and program information. This may include receiving, reviewing, and compiling standardized forms such as surveys, applications, orders, online requests, and others.

4. Maintains office supply and equipment inventories by identifying needs, preparing supply orders, and stocking supplies according to established purchasing and requisition policies and procedures. Continually monitors office inventories, identifies needs, recommends purchases, and tracks purchasing records to ensure the timely delivery of supplies. Coordinates office maintenance functions and serves as point of contact for technical and office equipment problems.
  5. Sorts; routes; and distributes mail, facsimiles, and electronic messages to ensure timely delivery of correspondence and materials. Coordinates express shipments (UPS, Federal Express), registered and bulk mail, and other specialized delivery services with staff and service providers. Prioritizes mail to ensure that urgent incoming and outgoing mail is processed accordingly.
- **Program Coordination and Support 60%**
    1. Responds to inquiries and refers to program policies and procedures to assist internal and external customers with division-related questions. Follows-up with customer to ensure timely closure. Researches or refers inquiries as necessary to provide information, forms, and process assistance and timely responses.
    2. Maintains, tracks, and researches information using a variety of database systems including the department's integrated tax system (Gentax). Maintains electronic and manual records systems to ensure the accuracy, accessibility, and security of information by compiling and storing relevant data. Maintains databases and files with current information, generates standard reports, and provides records as requested.
    3. Researches new liquor and fortified wine products via the internet, trade publications, and other sources to obtain pricing for liquor store agents.
    4. Works with vendors, representatives, and other department staff to determine status of special order requests. Develops methods to routinely communicate status of special order requests to liquor store agents.
    5. Compiles holiday promotional material from liquor vendors and disseminates information to agency liquor store agents. Gathers agency liquor store requests and stages product for shipment upon arrival.
    6. Compiles information to prepare written statistical and narrative status reports as directed.
  - **Other Duties as Assigned 5%**
    1. Performs other duties as assigned by the supervisor.

### **Job Requirements**

To perform successfully as an office specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in multi-tasking; paying attention to details and accuracy; identifying and resolving clerical errors; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; compiling and analyzing data from multiple sources; following written and oral directions and instructions; and using word processing, spreadsheet, and database applications are required. Incumbent is required to exercise discretion and judgment in handling confidential and sensitive information.

This position requires knowledge of office operations; business communications; records management; customer service standards; state and department policies; annual program plans; and word processing, database, and spreadsheet applications.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is graduation from high school or GED and one year of job-related work experience.
  - Work experience should be made up of office, clerical, or retail support.
  - Other combinations of education and experience will be evaluated on an individual basis.

### **Department Core Values**

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for

the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.

- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

### **Working Conditions**

This position has considerable mental stress and pressure due to workload, deadlines, time constraints, nature of contacts, and coordination of administrative functions. As a Department of Revenue employee, the incumbent may come into contact with highly confidential information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Work hours may exceed 40 hours per week from time to time. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

### **Special requirements**

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

**This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.**

**Division Administrator Review:** The statements in this job profile are accurate and complete.

Signature: Shauna Helfert, Division Administrator Date: August 2010

**Human Resource Director Review:** The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

**Employee:** My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name (print): \_\_\_\_\_